L Number	Hits	Search Text	DB	Time stamp
1	2	(acd or (automatic adj call adj distributor) or (call adj center) or IVR or (interactive adj voice adj response)) near5 (automat$4) near5 (proactive$3 or anticipat$4) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj representative))	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 08:50
2	23	(automat$4) near5 (proactive$3 or anticipat$4) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj representative))	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 10:02
3	1310	(proactive$3 or anticipat$4) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj representative))	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 11:04
5	1388328	automat$3	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 09:03
6	21	((proactive$3 or anticipat$4) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj representative))) with automat$3	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 08:54
7	568	((proactive$3 or anticipat$4) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj representative))) and automat$3	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 08:54
8	140	379/265.09.ccls.	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 08:55
9	5	(((proactive$3 or anticipat$4) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj representative))) and automat$3) and 379/265.09.ccls.	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 08:55
10	1153	avaya.as.	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 09:03
11	6	((proactive$3 or anticipat$4) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj representative))) and avaya.as.	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 09:03
12	0	(automat$4) near5 (proactive$3 or anticipat$4) near5 (interven$4 or assist$3 or servic$3) near6 ((help adj desk) or CSR or (customer adj service adj representative))	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 10:04
13	25	(automat$4) near5 (proactive$3 or anticipat$4) near5 (interven$4 or assist$3 or servic$3)	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 10:04
14	3745591	comput$3 or analyz$3 or determin$3	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 11:06
15	132809	automat$3 with (comput$3 or analyz$3 or determin$3)	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 11:07
16	174	((proactive$3 or anticipat$4) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj representative))) and (automat$3 with (comput$3 or analyz$3 or determin$3))	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 11:07

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-	1	(acd or (automatic adj call adj distributor) or (call adj center) or IVR or (interactive adj voice adj response)) near5 (automat$4) near5 (decision$ or heuristic$ or inference)	USPAT; EPO; JPO	2004/04/05 12:08
-	1	(acd or (automatic adj call adj distributor) or (call adj center) or IVR or (interactive adj voice adj response)) near5 (automat$4) near5 (decision$ or heuristic$ or inference)	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05 12:10
-	30	(acd or (automatic adj call adj distributor) or (call adj center) or IVR or (interactive adj voice adj response)) near5 (automat$4) same (decision$ or heuristic$ or inference)	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05 14:09
-	35	(acd or (automatic adj call adj distributor) or (call adj center) or IVR or (interactive adj voice adj response) or (e adj business) or e-commerce) near5 (automat$4) same (decision$ or heuristic$ or inference)	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05 14:01
-	202	379/265.09	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05 14:06
-	1155	bateman.in.	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05 14:06
-	3	379/265.09 and bateman.in.	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05 14:08
-	3	6311231.uref.	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05 14:09
-	31	(acd or (automatic adj call adj distributor) or (call adj center) or IVR or (interactive adj voice adj response)) near5 (automat$4) near5 (rout$3 or assign$3 or connect$3) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj representative))	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 08:48
-	31	(acd or (automatic adj call adj distributor) or (call adj center) or IVR or (interactive adj voice adj response) or CTI or (customer adj telephony adj integration)) near5 (automat$4) near5 (rout$3 or assign$3 or connect$3) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj representative))	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05 14:14
-	13477	(acd or (automatic adj call adj distributor) or (call adj center) or IVR or (interactive adj voice adj response) or CTI or (customer adj telephony adj integration))	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05 14:13
-	913	(automat$4) near5 (rout$3 or assign$3 or connect$3) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj representative))	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05 14:14

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-	33	((acd or (automatic adj call adj distributor) or (call adj center) or IVR or (interactive adj voice adj response) or CTI or (customer adj telephony adj integration))) with ((automat$4) near5 (rout$3 or assign$3 or connect$3) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj representative)))	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05 14:14
-	129	((acd or (automatic adj call adj distributor) or (call adj center) or IVR or (interactive adj voice adj response) or CTI or (customer adj telephony adj integration))) and ((automat$4) near5 (rout$3 or assign$3 or connect$3) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj representative)))	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05 18:10
-	0	20040005047.URPN.	USPAT	2004/04/05 14:15
-	2	6240444.pn.	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05 18:14
-	2	6567848.pn.	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05 18:14

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